



Date: December 30, 2015

To: Thomas J. Bonfield, City Manager
Through: W. Bowman Ferguson, Deputy City Manager
From: Jim Soukup, Director of Emergency Communications
Subject: Emergency Telephone Consoles at Durham Sheriff's Office

Executive Summary

City Council awarded Intrado Inc., which recently was acquired by the West Corporation, a contract for Next Generation 9-1-1 services effective October 12, 2012 for a period of five (5) years. Intrado has enabled the Durham Emergency Communication Center to implement the latest technologies such as 9-1-1 texting that enhance public safety and improve redundancies. This Service Order will further improve capabilities by enabling the Durham Sheriff's Office to receive 9-1-1 data on calls that are for law enforcement in Durham County.

Recommendation

That the City Council:

- 1) Approve the purchase and installation of Intrado Inc. emergency communication equipment at the Durham Sheriff's Office without competitive bidding as authorized by G.S. 143-129 (e)(6) on the grounds that such equipment is necessary to be compatible with existing Durham Emergency Communication Center equipment and is available from only one source of supply; and
- (2) Authorize the City Manager to execute a contract with Intrado Inc. for emergency communication equipment and services in the amount of \$5,500 monthly for up to five (5) years, for a total amount not to exceed \$330,000 in total and budgeted annually at \$66,000, to be paid from the Emergency Telephone System Surcharge Fund.

Background

The Durham Emergency Communication Center is the central answering point for 9-1-1 call for the City and County of Durham. Law enforcement 9-1-1 calls that are located in Durham County are transferred to the Durham Sheriff's Office. The current equipment in use at their communication center does not have the capability to received Automatic Number Identification (ANI) or Automatic Location Identification (ALI).

Issues and Analysis

This enhancement to the Durham 9-1-1 system would result in improved service to residents requiring a Durham Sheriff's Office deputy due to time not being spent on asking to repeat the location, telephone number etc. This data would be instantly sent with the call transfer. In addition, their 9-1-1 telephone consoles would become part of the Durham 9-1-1 network and serve as an alternative answering point should the primary center be compromised. This proposal supplies 9-1-1 Telephone answering consoles at all four (4) positions located in the Durham Sheriff's Office Communication Center.

Alternatives

The alternative is to continue transferring the 9-1-1 calls as currently practiced. This results in the Durham Sheriff's Office Communication Center having to ask for information from the caller that could be provided instantly upon the transfer.

Financial Impact

There is no impact to the General Fund as this purchase is eligible from the Emergency Telephone System Surcharge Fund. The cost of supplying four (4) 9-1-1 telephone answering consoles equals \$5,500 monthly for five (5) years, \$330,000 in total and budgeted annually at \$66,000,

SDBE Summary

Not applicable

Attachments

1. Intrado Service Order for Durham County Sheriff's Office